

Care UK Community Partnerships Ltd

Whitby Dene

Inspection report

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Date of inspection visit:
18 January 2022

Date of publication:
24 January 2022

Ratings

Overall rating for this service

Inspected but not rated

Is the service safe?

Inspected but not rated

Summary of findings

Overall summary

Whitby Dene is a care home for up to 60 older people. At the time of our inspection, 57 people were living at the service.

We found the following examples of good practice.

There were suitable procedures for reducing the risks of infection from visitors. The provider promoted social distancing, but this was not always possible for people living with the experience of dementia who did not understand the importance of this. Where people could not social distance, additional cleaning and checks were in place to help minimise cross infection.

There were systems to help make sure people were safely admitted to the service, when they first moved there and following a hospital stay. These systems included regular testing and an isolation period. The provider had gained people's consent to this and, where they lacked the mental capacity to make decisions, the provider had met with a multidisciplinary team to make decisions in people's best interests.

There was enough PPE for staff, visitors and people living at the service (if they wanted this). Staff knew how to wear and dispose of PPE correctly and had received training in relation to this. The registered manager regularly checked the staff were following procedures. There were additional protocols and PPE available for staff to use in the event of an outbreak.

Staff and people using the service were regularly tested for COVID-19. The provider responded appropriately following any positive results, sharing the information with healthcare teams and making sure people received the treatment they needed.

The layout of the building was suitable for helping to control the spread of infection. There were clear and detailed cleaning schedules and checks on cleanliness and infection prevention and control. The provider had purchased specialist equipment for deep cleaning areas. There were suitable systems for managing laundry.

Staff were trained and had information, so they understood about their roles and responsibilities during the COVID-19 pandemic. The registered manager, other management staff, domestic, catering and activity staff all supported the care team when needed to make sure there were enough staff to keep people safe and meet their needs. One member of staff was an infection control champion. They regularly met with other care providers and staff to share good practice and to make sure procedures were being followed.

There were suitable policies and procedures to make sure there was good infection prevention and control in line with government guidance. The registered manager had assessed the risks relating to COVID-19 and other infections within the environment and had systems in place to help mitigate these, such as additional cleaning and regular audits.

All people living at the home and staff had received COVID-19 vaccinations, which helped reduce the risk of them catching the infection or becoming seriously unwell.

The five questions we ask about services and what we found

We always ask the following five questions of services.

Is the service safe?

Inspected but not rated

Further information is in the detailed findings below.

Whitby Dene

Detailed findings

Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of CQC's response to the COVID-19 pandemic we are looking at how services manage infection control and visiting arrangements. This was a targeted inspection looking at the infection prevention and control measures the provider had in place. We also asked the provider about any staffing pressures the service was experiencing and whether this was having an impact on the service.

This inspection took place on 18 January 2022 and was announced. We gave the service 24 hours' notice of the inspection.

Is the service safe?

Our findings

Staffing

- The provider told us they had measures in place to mitigate the risks associated with COVID-19 related staff pressures.

How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.
- We were assured the provider was facilitating visits for people living in the home in accordance with the current guidance.

From 11 November 2021 registered persons must make sure all care home workers and other professionals visiting the service are fully vaccinated against COVID-19, unless they have an exemption or there is an emergency.

- The service was meeting the requirement to ensure non-exempt staff and visiting professionals were vaccinated against COVID-19.